MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2017/2018

BCT1024 – CRITICAL THINKING AND APPLICATION IN MANAGEMENT

(All groups)

14 OCTOBER 2017
9.00 – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question Paper consists of **TWO** parts and 10 pages (*excluding* this cover page).

2. Please answer ALL questions. Write down your answers (including the MCQ answers in the Answer Booklet)
   1. **Part A:** Multiple Choice Questions (30 marks)
   2. **Part B:** Structured Questions (70 marks)

3. For Part A, shade your answers in the OMR sheet provided.

4. For Part B, write your answers in the answer booklet provided.

PART A: Multiple Choice Questions (30marks)

1. "Do I have any vested interest in this?" Which type of critical thinking standard does the question refer to?

   A. Precision
   B. Accuracy
   C. Fairness
   D. Depth

2. Which of the following defines critical thinking?

   I. Reasoning well.
   II. Pursue victory in every argument.
   III. Focus on the strength and ignore own limitations.
   IV. Recognize own biases and preconceptions that shape own thinking.

   A. I and III
   B. I and IV
   C. II and III
   D. I, II and IV

3. Do not look directly at the sun. Its ultraviolet (UV) and infrared radiation can be catastrophic--it literally can burn a hole in your retina, leading to blindness.

   (David H. Levy, "Look for the Solar Eclipse," *Parade* Magazine, December 24, 2000)

   Please indicate whether the passage is an argument, a report, a description, or an explanation.

   A. Argument
   B. Explanation
   C. Report
   D. Description

Continued...

4. Which of the following is NOT a common indicator word or phrase for inductive arguments?

   I. It logically follows that
   II. Likely
   III. Chances are that

   A. I and II
   B. I and III
   C. II and III
   D. I only

5. Which of the following is NOT a common pattern of deductive reasoning?

   I. Statistical argument
   II. Categorical syllogism
   III. Argument from elimination

   A. I and II
   B. I and III
   C. II and III
   D. I only

6. If the conclusion of an argument follows with strict logical necessity from its premises, then the argument should be regarded as _____

   A. inductive
   B. deductive
   C. both a and b
   D. neither a nor b

7. The argument "If all dogs are mammals, then all dogs are reptiles; all dogs are mammals; therefore, all dogs are reptiles" is _____

   A. valid, good
   B. valid, bad
   C. invalid, weak
   D. invalid, strong

Continued...

8. Which of the following is/are inductive arguments?

   I. That Delbert Johnson is not a singer follows from the following facts: (a) all singers can carry a tune, and (b) Delbert Johnson cannot carry a tune.

   II. Leon and Leslie have five children, all boys. It is almost certain, therefore, that the child they are now expecting will be a girl.

   III. Most days in the year are weekdays (as opposed to weekends). There will come a day when a huge asteroid strikes the earth. Thus, the day a huge asteroid strikes the earth will likely be a weekday.

   A. I and II
   B. I and III
   C. II and III
   D. I, II and III

9. The argument "If I want to improve my thinking skills, I better study critical thinking; I do want to improve my thinking skills; therefore, I better study critical thinking" is an example of _____

   A. an argument by elimination.
   B. a categorical syllogism.
   C. a hypothetical syllogism.
   D. a chain argument.

10. Half of the employees of Palgrave Publications are given monthly bonuses of $500. Chris is an associate editor of Palgrave Publications. I bet Chris will be given a monthly bonus of $500.
    The above argument is _____ because the conclusion follows _____ from the premises.

    A. valid.....probably
    B. valid.....necessarily
    C. invalid .....probably
    D. invalid.....necessarily

Continued...

11. "Watch out if the company you work for says it is **levering up**, it means they are spending money they don't have".
The above sentence highlighted the use of _____ in corporate America.

A. Euphemism
B. Literal analogy
C. Semantic ambiguity
D. Weasel words

Read the passage below and answer Question 12.

What is your approach to decision making? If you're naturally optimistic, then chances are you don't always consider potential downsides. Similarly, if you're very cautious or have a risk-averse outlook, you might not focus on opportunities that could open up. If you are too analytical, you may disregard the role of intuition in decision making; and vice-versa.

Often, the best decisions come from changing the way that you think about problems, and examining them from different viewpoints.

12. The above passage highlights the need to use the creative problem-solving technique called _____

A. Six Thinking hats
B. Brainstorming
C. 5W1H
D. Bionics

Read the checklist below and answer Question 13.

- Are the sources for factual information listed so that they can be verified?
- Has the sponsor provided links to outside sources (such as product review that can be used to verify the sponsor's claim?
- Are statistical data and charts clearly labelled and easy to read?
- Beware of unverifiable statistics and claims not supported by reasons and evidence.

13. The above is the checklist to determine the _____ of an Internet source.

A. currentness
B. authority
C. objectivity
D. accuracy

Continued...

14. What is wrong with the following argument?
Malaysia _ love it or leave it!

A. It is a bandwagon argument.
B. It does not specify how to love it.
C. It contains the fallacy of false dilemma.
D. It has the implicit conclusion that if you leave the country to go on vacation, then you don't love it.

15. Which of the following statements is/are objective?

I. Taipei 101 is the world's tallest building.
II. Trout tastes better than catfish.
III. Touching a spider is scary.
IV. Hamsters make the best pets.

A. I, II and III.
B. I, III and IV.
C. I only.
D. None of the above statements is objective.

PART B: STRUCTURED QUESTIONS (70 marks)

Q1: SHORT ANSWER (10 marks)

A critical thinker should be aware of the presence and power of suggestion in electronic and print media. There are some guidelines which may help you to view news media with an understanding of the subtle but consciously detectable use of suggestion. **Identify and elaborate FOUR (4) types of suggestions in news media that you may come across** while you are watching news and talk shows on TV. (10 marks)

Q2: IDENTIFYING FALLACIES (10 marks)

Please **identify** the **types of fallacy** committed in the following passages.

I. Louise is running for class president. In her campaign speech she says, "My opponent does not deserve to win. She is a smoker and she cheated on her boyfriend last year." What fallacy has Louise committed?

Continued...

II. Consider the following conversation:

> Bill: I think capital punishment is wrong.
> Adam: No it isn't. If it was wrong, it wouldn't be legal.

Of which fallacy is this an example?

III. Jeff's mom is concerned when she finds out that he skipped class one day. She tells him that she is concerned that since he skipped one class, he will start skipping more frequently. Then he will drop out altogether, never graduate or get into college, and end up unemployed and living at home for the rest of his life.
What type of fallacy has Jeff's mom committed?

IV. Dana is trying to raise money for her university's library. In her address to the board of trustees, she says, "We must raise tuition to cover the cost of new books. Otherwise the library will be forced to close."
Of which fallacy is this an example?

V. Jeff is preparing to create a commercial for a new energy drink. He visits a local high school and surveys students in an English class about their beverage preferences. The majority of the class says they prefer grape flavored drinks, so Jeff tells his superiors that grape is the flavor favored most by high school students. What error in reasoning has Jeff made?

Q3: ARGUMENT COMPOSITION (20 marks)

Skirts and pants become issue again in Parliament
BY Reena Raj
KUALA LUMPUR, April 7 — It's 2017 and women are still being judged by their hemlines.

Latest victim? Women's Air Organisation (WAO) assistant treasurer Meera Samanther. Meera was stopped by security personnel who deemed her dress to be "indecent" for Parliament grounds.

"I was taken by surprise when I was stopped by security personnel," she said. "They said I will not be allowed to enter the building as my skirt was too short. I just didn't know how to react. I was taken aback," she said.

A lawyer by profession, Meera said she has worn the same knee-length black dress to court and it had never been an issue. "The court never had a problem with my dress so I can't understand what the problem here is. I am not wearing a mini-skirt," she said.

Meera said she went to Parliament with others from women non-governmental organisations to meet Ipoh Barat MP M. Kulasegaran and M. Indira Gandhi following the deferment of the debate on the Law Reform (Marriage and Divorce) (Amendment) Bill to the next Parliament session.

"I am a lawyer and I go to courts and other places. I certainly know how to dress. This is just unacceptable," she said.

Meera said security personnel should be concerned whether someone was carrying dangerous objects or explosives and not fuss about hemlines. "The length of my skirt is not a security matter. Moral policing in our august House has to stop," she said.

"The security personnel's duty is to ensure safety and security and to make sure no unauthorised people enter the restricted area. That is their job. I don't think determining the length of skirts is their job."

Meera said people should not be harassed when they enter Parliament as the "House of democracy belongs to all citizens".

"I had to raise my voice and also argue with them that this dress had never prevented me from entering any place before and I don't enjoy speaking in that tone to people," she said. Meera's colleague, WAO communication officer Tan Heang-Lee, who also wore a knee-length skirt, was told to get out of her car at the guardhouse so security personnel could make sure her skirt was "decent" for her to enter Parliament.

"I wound down my window to collect the visitor's pass from security personnel. He looked into the car and told me to get out so he could see the length of my skirt," she said. Tan said she was surprised with such procedures as she too had worn skirts of the same length to other government departments.

She said the security personnel only let her enter Parliament when they were satisfied with the length of her skirt.

"This policing of women's clothing is uncalled for and insulting. They should not be scrutinising women's clothing when we enter Parliament," she said.

Kulasegaran also said he had to go to the guardhouse yesterday to assist Indira's daughter who was prevented from entering the building.

"Tevi Darsiny, 19, was not allowed into the building after her pants was deemed too tight," he said. Kulasegaran said he did not see anything wrong with her dressing, as she was not wearing jeans nor was her blouse transparent.

"They only allowed her in after much fuss. I can't understand the issue in the first place," he said.

He said what happened was unnecessary. "Since when are security personnel tasked to do moral policing? I can understand if a person is skimpily dressed, but this is not the case," he said.

(source: http://www.themalaymailonline.com/malaysia/article/skirts-and-pants-become-issue-again-in-parliament)

Questions:

What is your stand on the above issue: should women's skirts and pants be an issue in government departments? Present your opinion in an argumentative essay.

You should state:

1. (C)=ONE Conclusion (2 marks)
2. (P1)=Premise 1 (4 marks)
3. (SA)=ONE Supporting Argument (to support P1) (5 marks)
4. (P2)=Premise 2 (4 marks)
5. (ANEC)=ONE Anecdote (to support P2) (5 marks)

Continued...

Q4: PROBLEM SOLVING (30 marks)

Instruction: Read the following news article, and help the company to solve the problem.

Malaysia continues crackdown on illegal migrant workers even as businesses cry foul

15 July 2017
By Melissa Goh

KUALA LUMPUR: Raids on construction sites have become a daily exercise since Malaysia began its nationwide crackdown on illegal foreign workers on Jul 1. In the first 10 days of the operation, more than 3,300 illegal migrants have been arrested, including more than 60 employers.

It was not without warning. Immigration authorities had given employers nearly five months to register illegal migrant workers.

Director General of the Immigration Department Mustafar Ali was targeting to issue up to 600,000 Enforcement Cards (E-Cards) to undocumented migrant workers. But less than 160,000 came forth to register when the deadline expired on Jun 30.

The Malaysian official is adamant he will not extend the deadline. He said employers were given enough time and that the crackdown will continue until the last undocumented worker is purged.

"I want to stress that the operation will go on," said Mustafar. "Surrender now, otherwise those who are arrested during raids will face the full force of the law."

The immigration chief said illegal migrant workers, once arrested, would be blacklisted and then deported, while employers who hired unregistered foreign workers could be fined, jailed and even whipped under the law.

EMPLOYERS CRY FOUL

However, employers, especially those from small- and medium-size enterprises (SMEs), are crying foul. Many say they were unclear about the registration process, while some also blamed the agents they had engaged to help them register their illegal migrant workers.

"A lot of SMEs paid the agents but were never able to get E-Cards or the rehiring done," said SME Malaysia national president Kang Hua Keong. "A lot of agents promised, even blacklisted ones, that they can get it done but actually it is not true. Agents just want to make the money."

As the crackdown continues, various industries are feeling the heat - in particular the construction and services sectors.

Site contractors say they now do not have enough workers to do the job. They are also expecting foreign workers - those with proper documentation - to demand higher wages going forward.

"Some of our workers have not been turning up for work; maybe some of them went back to their country or hiding somewhere," said Ken Lee, a site supervisor.

"We will see the effect in another month or in two, three weeks. We are expecting them to demand for more pay due to the labour shortage. Not only the construction field, all other industries are facing the same problem as well."

Malaysia traditionally relies heavily on foreign labour to fill jobs in plantation and construction that are deemed difficult, dirty and dangerous and shunned by locals.
But foreign workers are increasingly fronting retail and other service sectors which they are not supposed to under the immigration law, with some restaurants and eateries in and around Kuala Lumpur practically run by foreigners from Bangladesh, Myanmar and Indonesia.

Employers say they prefer hiring foreign workers whose pay is lower and they don't have the difficulty of retaining them.

Industry players estimate there are more than 3 million foreign workers in the country, half of whom are illegal. And many fear the current crackdown on undocumented migrant workers will lead to a dire labour shortage, which will have an adverse impact on Malaysia's economic growth.

(Source: retrieved from http://www.channelnewsasia.com/news/asiapacific/malaysia-continues-crackdown-on-illegal-migrant-workers-even-as-9033668)

Questions:

1. From a **government's perspective**, formulate a problem statement for the issue above. (3 marks)

Expectation: _____

Reality: _____

Gap: _____

Continued...

2. Using the Kepner-Tregoe Analysis, identify **FOUR (4)** relevant questions that can assist you in analysing the problem. For each question identified, explain the reason why the question is chosen. (12 marks)

3. Using the SCAMPER technique, demonstrate how you generate **THREE (3)** solutions for the problem. (9 marks)

4. Analyse the advantages and disadvantages of the identified solutions above. (6 marks)

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